



Preparing for the Transition of Markham's Blue Box Program on January 1, 2026 (Service Impacts)

Report to General Committee – June 17, 2025

Environmental Services

Waste & Environmental Management



Agenda

1. Purpose
2. Background
3. Service Impacts for Residents
4. Community Mailbox Recycling Program
5. Public Education
6. Summary of Transition Impacts
7. Recommendations



Purpose

- Update Council on preparations for the upcoming transition of Markham's blue box program on January 1, 2026
- Outline anticipated service impacts
- Provide the most current information available; many elements remain outside City control
- A financial impact report will be brought forward in the Fall

Background

- On January 1, 2026, Producers will assume full operational and financial responsibility of blue box program; Ontario municipalities will no longer manage/fund the program
- Circular Materials (CM) has contracted Miller Waste Systems (Miller) to collect the blue box in Markham, Richmond Hill, and Vaughan

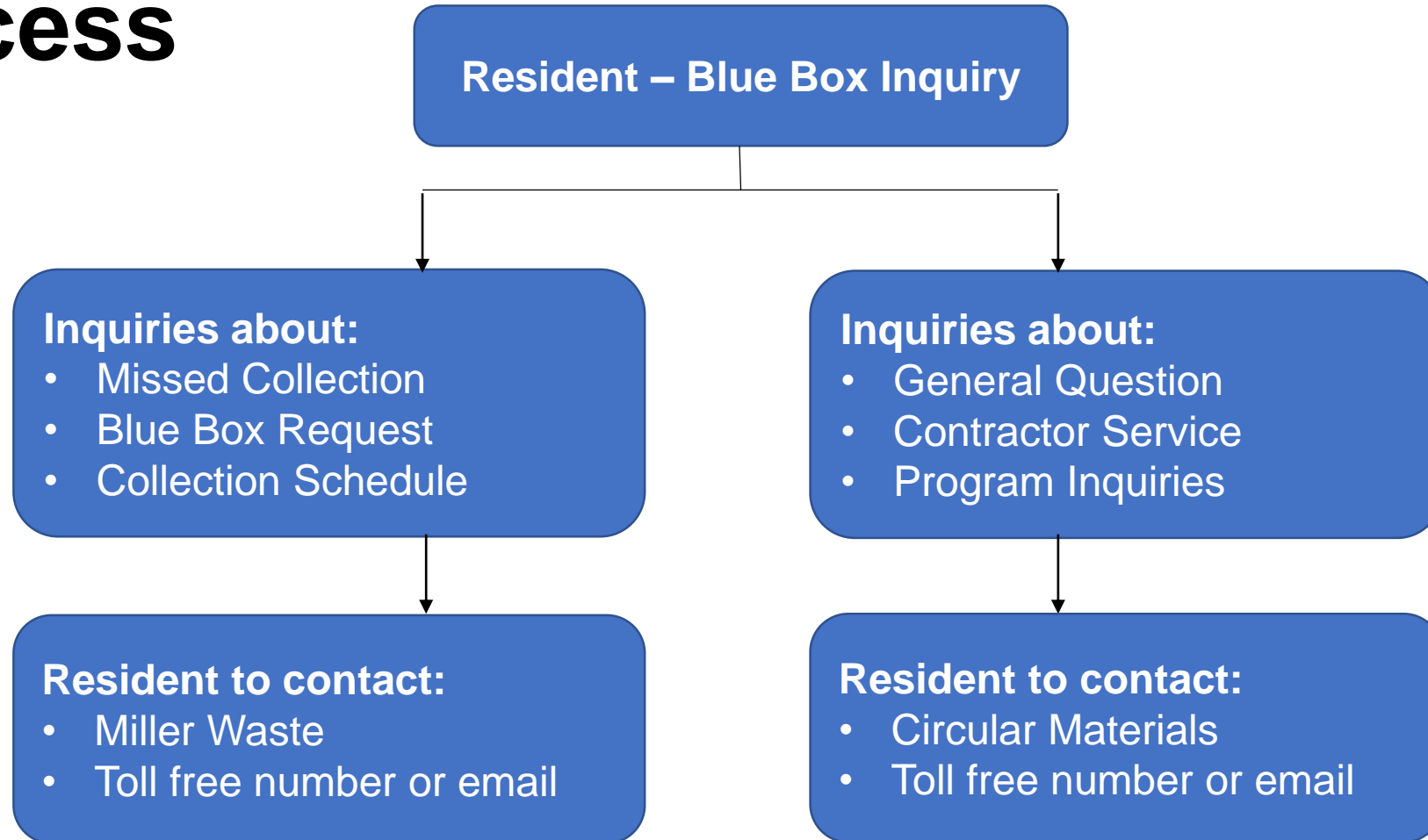


Service Impacts for Residents

- No change to collection frequency, schedule, or container type
- Miller will manage all blue box-related customer service via toll-free number and email (incl. missed collections and new/replacement blue boxes)
- CM will provide a standardized list of accepted blue box materials that will be released in September



Customer Service Process





Community Mailbox Recycling Program

- Currently 2,500 blue boxes collected weekly by Miller
- 564 work orders (2024) – City blue boxes negate Canada Post responsibility for site maintenance
- 50% contamination
- \$1.7 million cost per year to continue (0.88% tax rate increase)
- Staff recommend ending the program in 2025



Community Mailbox Recycling Program

- Canada Post to maintain sites after blue boxes removed
- Public messaging to reduce mailbox bin litter:
 - Bring It Home – recycle ad mail in household blue box
 - Go Green, Go Digital – choose paperless advertising options
 - Consumer's Choice – opt out of receiving unaddressed ad mail
- Blue box removal from mailboxes throughout Q3



Bring It Home Campaign

[Video](#)





Public Education

- CM will begin public messaging in Q4 2025
- Markham's local campaign will reinforce CM's messaging
 - Contact Miller for service requests starting 2026
 - Communications via website, social media, and other main channels



Summary of Transition Impacts

Indicator	Current (Pre-2026)	Post-Transition (New Blue Box System)	Status Quo or Change
Blue Box Collection Service Provider	Miller (Contracted by Markham)	Miller (Contracted by CM)	Status Quo
Service Frequency	Weekly	Weekly	Status Quo
Collection Schedule	Tuesday to Friday curbside (No change for multi- residential)	Tuesday to Friday curbside (No change for multi- residential)	Status Quo
Collection Method	Manual curbside collection	Manual curbside collection	Status Quo



Summary of Transition Impacts (cont.)

Indicator	Current (Pre-2026)	Post-Transition (New Blue Box System)	Status Quo or Change
Customer Service Contact	Markham (Contact Centre)	Miller (Toll-free number and email)	Change
Blue Box Supply	Supplied by the City	Supplied by Miller	Change
Accepted Materials List	Determined locally	Standardized across Ontario	Change
Community Mailbox Recycling Program	2,500 bins serviced by City	Program discontinued (subject to Council approval)	Change
Blue Box Promotion & Education	Led by the City	Led by CM (City to support and align communications)	Change

Recommendations

1. THAT the report entitled “Preparing for the Transition of Markham’s Blue Box Program on January 1, 2026 (Service Impacts)” be received; and
2. THAT the City discontinue the community mailbox recycling program in 2025; and
3. THAT Staff report back to Council in the Fall with a further blue box program transition update;
4. AND THAT Staff be authorized and directed to do all things necessary to give effect to this resolution.



Thank you!